Joey Chiao-Yin Hsiao

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RESEARCH INTERESTS

My research interests are Human-Computer Interaction (HCI), Computer-Supported Cooperative Work (CSCW), and Social Computing. My current topic is focused on how location-based social applications, such as people-nearby applications, hybrid community applications, sharing economy applications, can support newcomers in adapting to a new environment.

EDUCATION

University of Michigan — Ann Arbor, MI, USA
Doctoral Candidate in Information — 09/2015 – present
Advisor: Dr. Tawanna R. Dillahunt

National Taiwan University — Taipei, Taiwan
M.S. in Computer Science — 09/2010 – 06/2013
Advisor: Dr. Jane Yung-Jen Hsu

Carnegie Mellon University (Silicon Valley Campus) — Moffett Field, CA, USA
Visiting Scholar — 07/2012 – 09/2012
Advisor: Dr. Ted Selker

National Taiwan University — Taipei, Taiwan
B.S. in Computer Science — 09/2006 – 06/2010

PUBLICATIONS

Journal Articles

- **Hsiao, J. C.-Y.** and Dillahunt, T. R. (2018). Technology to Support Immigrant Access to Social Capital and Adaptation to a New Country. To appear in *Proceedings of the ACM on Human-Computer Interaction*, Vol. 2, CSCW, Article 70. (acceptance rate: 25.6%).

Conference Proceeding Papers

- **Hsiao, J. C.-Y.**, Moser, C., Schoenebeck, S., and Dillahunt, T. R. (2018). The Role of Demographics, Trust, Computer Self-efficacy, and Ease of Use in the Sharing Economy. In *Proc. of the 1st ACM SIGCAS Conference on Computing and Sustainable Societies (COMPASS '18)*, Article 37 (Presenter).

- **Hsiao, J. C.-Y.**, and Dillahunt, T. R. (2017). People-Nearby Applications: How Newcomers Move Their Relationships Offline and Develop Social and Cultural Capital. In *Proc. of the 2017 ACM Conference on Computer Supported Cooperative Work and Social Computing (CSCW '17)*, 26-40 (acceptance rate: 33%; Presenter).

- Rajan, R., **Hsiao, J. C.-Y.**, Lahoti, D., and Selker, T. (2013). "Roger that!" - The Value of Adding Social Feedback in Audio-mediated Communications. In *Proc. of IFIP TC.13 International Conference on Human-Computer Interaction 2013 (INTERACT '13)*, 471-488 (acceptance rate: 31%).

- Tsai, W.-C., **Hsiao, J. C.-Y.**, Lee, H.-C., Huang, C.-H., Hu, J.-C., Liang, R.-H., and Hsu, Y.-J. (2013). Designing a Reminiscence Aid in Personal Soundscape. In *Proc. of International Association of Societies of Design Research 2013 (IASDR '13)*, 5150-5160.

Posters, Workshop Papers, and Presentations

- **Hsiao, J. C.-Y.**, Dillahunt, T. R. (2017) Detecting Life Changes: Increasing Opportunities to Benefit from People-Nearby Applications. In Proc. of *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2017 (CHI EA '17)*, 1700 - 1707 (Presenter).

- **Hsiao, J. C.-Y.**, Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015) Let's Solve It Together: Introducing Crowd Workers to Friendsourcing for Improving Creative Design. Presented at *The Taiwan Computer-Human Interaction Workshop 2015 (Tai-CHI '15)* (Presenter).

- **Hsiao, J. C.-Y.**, Pan, M.-H., Wang, H.-C., and Hsu, Y.-J. (2015). The Price of the Priceless: Understanding Estimated Costs of Work in Friendsourcing. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2015 (CHI EA '15)*, 1893-1898 (Presenter).

Posters, Workshop Papers, and Presentations (Cont.)

- Tsai, W.-C., Lee, H.-C., **Hsiao, J. C.-Y.**, Liang, R.-H., and Hsu, Y.-J. (2013). Framing Design of Reminiscence Aids with Transactive Memory Theory. In *The ACM SIGCHI Conference on Human Factors in Computing Systems Extended Abstract 2013 (CHI EA '13)*, 331-336.

- Tsai, W.-C., **Hsiao, J. C.-Y.**, Lee, H.-C., Huang, C.-H., and Hsu, Y.-J. (2012). In Search of Lost Sounds: Designing a Reminiscence Aid in Everyday Soundscape. Presented at *The ACM conference on Designing Interactive Systems 2012 (DIS '12)*.

- **Hsiao, J. C.-Y.**, Jih, W.-R., and Hsu, Y.-J. (2012). Recognizing Continuous Social Engagement Level in Dyadic Conversation by Using Turn-taking and Speech Emotion Patterns. Presented at *AAAI '12 Activity Context Representation Workshop (ACR '12)* (Presenter).

Unpublished Theses and Research Reports

- **Hsiao, J. C.-Y.** (2018). Social Network Matters: Opportunities for Technologies to Support Immigrants' Jobseeking. *Field Prelim*, School of Information, Univ. of Michigan.

- **Hsiao, J. C.-Y.** (2017). Can People-Nearby Applications Benefit Newly-Arrived Immigrants? An Exploratory Study. *Pre-candidacy research paper*, School of Information, Univ. of Michigan.

- **Hsiao, J. C.-Y.** (2012). Assessing Engagement in Conversation by Hierarchically Decomposing Emotion and Interaction. *Master's Thesis*, Dept. of Computer Science and Information Engineering (CSIE), Natl. Taiwan Univ.

HONOR

Dept. CSIE, Natl. Taiwan Univ. Taipei, Taiwan
> **Graduation Representative** 2012
>> Was chosen as the recognized master's student for leadership and active participation in student affairs of the department

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PROFESSIONAL EXPERIENCE

Social Innovations Group, School of Information, Univ. of Michigan Ann Arbor, MI, USA
> **Research Assistant** 09/2015 – present
>> Supported Dr. Dillahunt and research of the Social Innovations Group (SIG), which is focused on designing technologies to help low-resourced populations seek employment and education (Advisor: Dr. Tawanna R. Dillahunt)

UX Team, Intel-NTU IoX Center Taipei, Taiwan
> **Workshop Organizer** 03/2015 – 05/2015
>> Organized the collaborative workshop on design thinking of Stanford d.school and National Taiwan University IoX Center
> **Research Assistant** 07/2014 – 07/2015
>> Carried out research on user experience and natural user interface under smart environment as the only M.S. member in the team (Advisor: Dr. Bing-Yu Chen)

Collaborative & Social Computing Lab, Dept. CS, Natl. Tsing-Hua Univ. Hsinchu, Taiwan
> **Collaborative Researcher** 07/2014 – 07/2015
>> Led a project on friendsourcing, aiming to understand how social capital works when a SNS user requests resources on her/his own social network (Advisor: Dr. Hao-Chuan Wang)

Taiwan Army (Mandatory Military Service) Taichung, Taiwan
> **Company Chief Consultant (Second Lieutenant)** 08/2013 – 07/2014
>> Handled psychological consulting, human resources management, and welfare of a military company with 40+ members

Intelligent Agents Lab, Dept. CSIE, Natl. Taiwan Univ. Taipei, Taiwan
> **System Administrator** 03/2011 – 07/2013
>> Managed devices and web services for 30+ lab members

PROFESSIONAL SERVICES

Academic Events & Activities

ACM MobileHCI 2019   09/2017 – Present
    Student Volunteer Chair

TaiCHI 2015   01/2015 – 07/2015
    Organizing Committee

OpenHCI Workshop 2014 (student-organized workshop on HCI in Taiwan) 01/2014 – 07/2014
    Steering Committee

OpenHCI Workshop 2013   01/2013 – 07/2013
    Program Chair

OpenHCI Workshop 2011   01/2011 – 07/2011
    Registration and Volunteer Chair

Social Events & Activities

Univ. of Michigan, School of Information   08/2018 - Present
    Doctoral Committee - Student Representative

Annual Taiwan Night at CHI   2015 - 2018
    Organizing Committee

Reviewer
ACM CHI 2017 - 2019; ACM CSCW 2017, 2018; ACM MobileHCI 2018; ACM TEI 2017

Conference Student Volunteer
ACM CSCW 2018; ACM COMPASS 2018; ACM CHI 2017

TEACHING EXPERIENCE

Teaching Assistant/Graduate Student Instructor

School of Information, Univ. of Michigan   Winter 2018
    SI-622: Usability Testing
    Instructor: Prof. Joyojeet Pal

School of Information, Univ. of Michigan   Fall 2017
    SI-501: Contextual Inquiry
    Instructor: Prof. Kentaro Toyama

Dept. CSIE, Natl. Taiwan Univ. &
Dept. Design, Natl. Taiwan Univ. of Tech. and Sci.   Spring 2013
    Advanced Human-Computer Interface/User-Oriented Innovation Design
    Instructor: Prof. Hsien-Hui Tang & Prof. Mike Y. Chen

Dept. CSIE, Natl. Taiwan Univ.   Fall 2011
    Introduction to Computer Science
    Instructor: Prof. Jane Yung-Jen Hsu

Student Team Coach
OpenHCI Workshop 2011   07/2011

VOLUNTEER EXPERIENCE

Autism Serves Volunteer   Taipei, Taiwan
StarRain Service Association for Autism   02/2008 – 06/2013